

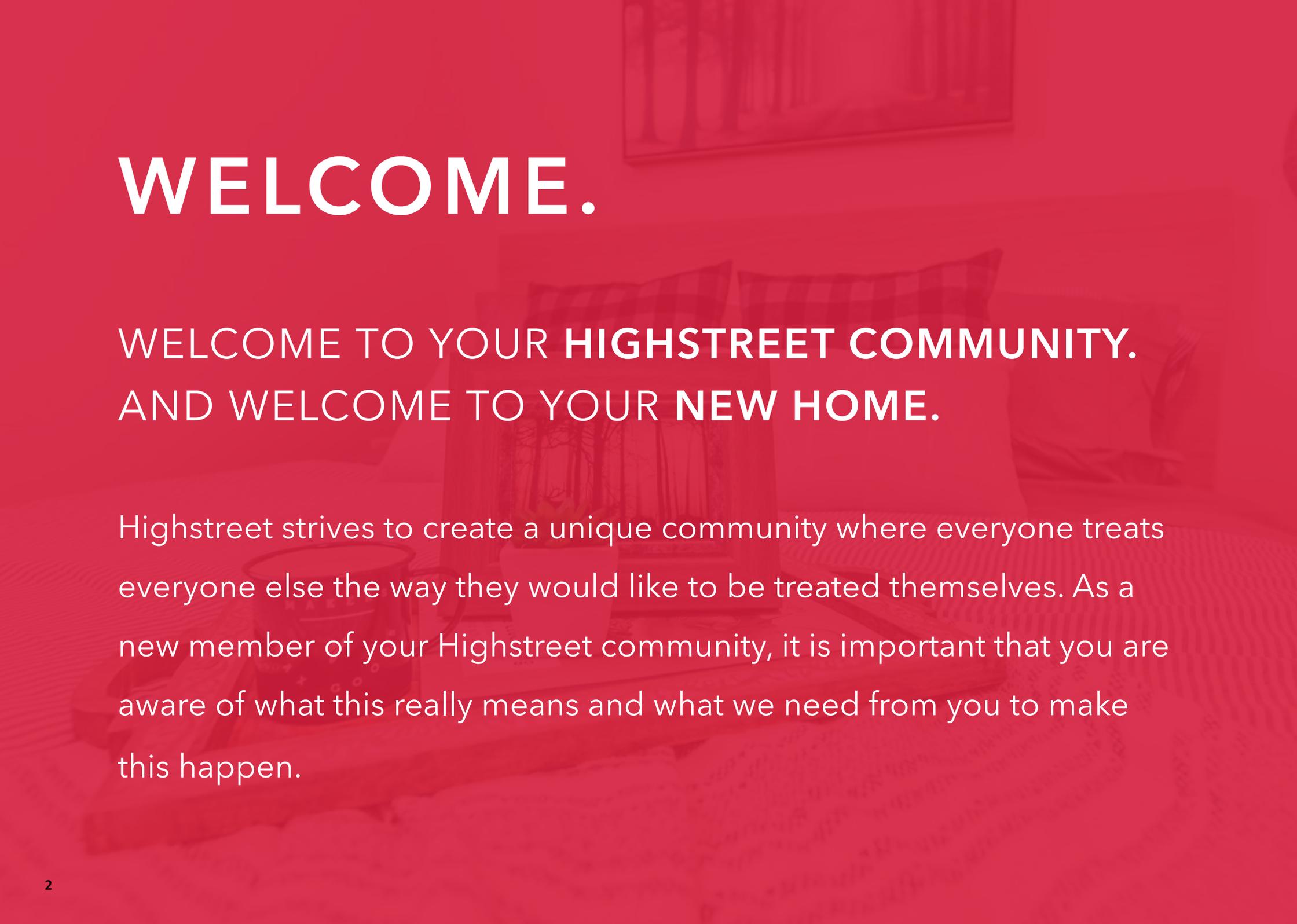


# HIGHSTREET COMMUNITY HANDBOOK



2019  
EDITION

**HIGH STREET**  
RESPONSIBLY DEVELOPING SMARTER REAL ESTATE



# WELCOME.

WELCOME TO YOUR **HIGHSTREET COMMUNITY.**  
AND WELCOME TO YOUR **NEW HOME.**

Highstreet strives to create a unique community where everyone treats everyone else the way they would like to be treated themselves. As a new member of your Highstreet community, it is important that you are aware of what this really means and what we need from you to make this happen.



## NOTE

*The tenancy created by your Residential Tenancy Agreement is governed by the governing provincial Residential Tenancy Act. If there is a conflict between this handbook and your Residential Tenancy Agreement, the Tenancy Agreement prevails.*

## FIRST THINGS FIRST

# WHO THIS HANDBOOK IS FOR

This handbook is for all members of your community. In addition to listing the amenities and resources available to you as a new community member, it also contains information on how you can help make your new home in the community, what we all want it to be, collectively.

Each member's actions and attitudes make up what defines a community.

## **The future is up to you.**

Your contribution to your new community will help make this a home.

If you have any concerns or questions about the information contained in this handbook, or about your Residential Tenancy Agreement, please contact your Community Leader. They will be happy to help.

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HIGHSTREETVENTURES.CA

## 01 | ABOUT HIGHSTREET



### THE VISION

LEAD THE REAL ESTATE INDUSTRY TO AN AFFORDABLE ZERO CARBON, NET POSITIVE FUTURE.

### 1.1 | TAKING THE HIGH ROAD

Highstreet is a Kelowna, BC based real estate development company that primarily develops, sells, and operates condo quality apartments.

We're aiming to pave the way for an affordable zero-carbon, net-positive future but we can't do it without great people behind us. In a nutshell, we're all about doing our best and **taking the high road**.

- H** HUMILITY grants us insight from others
- I** INQUISITIVE & learning continuously
- G** GUIDED by always doing what is right
- H** HONEST, open & timely with communication
  
- R** RESPONSIBLE & accountable for our actions & decisions
- D** DETERMINED & dedicated team

Highstreet communities are run by Community Leaders, NOT Resident Managers.

## 2.1 | WHY A "CL"

We believe you create the feeling of community, not us. When it comes to being a part of a great community, the hard work falls on you. But don't worry, we're here to help. Your Community Leader will help you to make you and your neighbours feel welcomed and included.

Unlike a traditional Resident Manager, who is tasked with increasing profits, a Highstreet Community Leader is responsible for commu-



nity member satisfaction and team work.

It is through these efforts that they lead you and the other members to produce a community that can afford to host events,

provide free amenities, and, keep the community clean and maintained.

For a community of any size to function well it needs to be clear on what the culture is. Rather than leave this to chance, we've outlined below what you can expect from us, and, what we expect from you while you live in your Highstreet community.

## WHY A COMMUNITY LEADER? 02 | COMMUNITY LEADER

A group of people in a meeting, with a man in the foreground looking up and to the right. The image is overlaid with a semi-transparent green filter.

“

LEADERS AREN'T RESPONSIBLE FOR THE RESULTS.  
LEADERS ARE RESPONSIBLE FOR THE PEOPLE WHO ARE  
RESPONSIBLE FOR THE RESULTS. - **SIMON SINEK**



## 2.3 | RESIDENT PORTAL + MOBILE APP

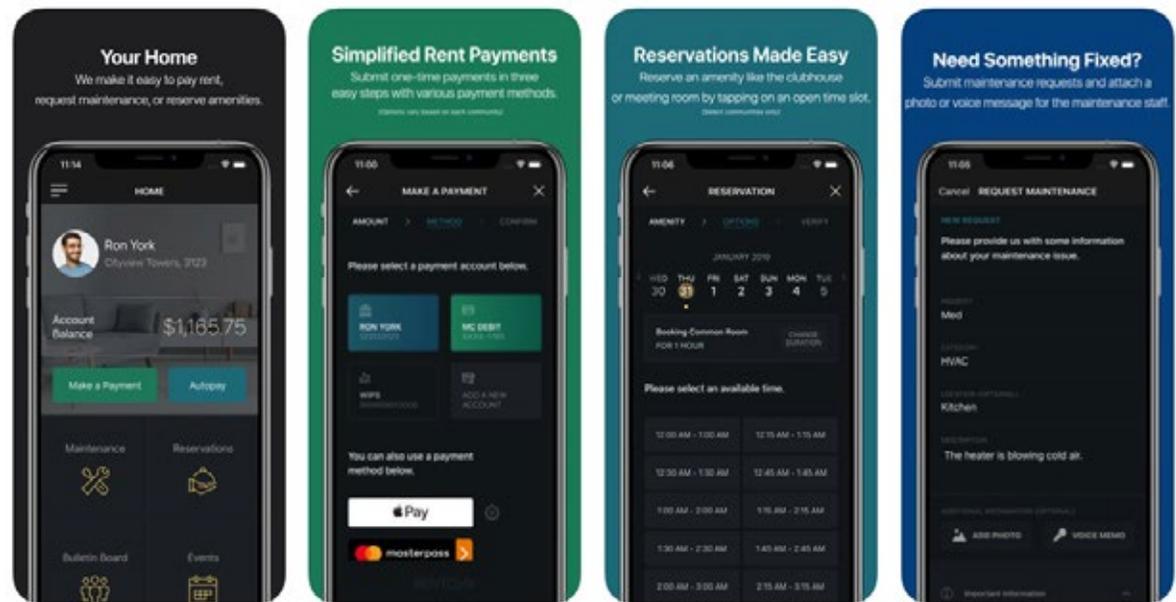
Your community provides a Resident Portal. The Resident Portal is where community members can access their own information, such as: see their tenant ledger, make maintenance requests, make online payments, and more. If you did not apply online, and don't think you have access to the Resident Portal please contact your Community Leader. In order to use the full potential of the Resident Portal you will need your unique tenant code.

We will be continuing to add features and services, so check back from time to time to see what your Resident Portal has to offer.

## 2.2 | CORRECT EMAIL IMPORTANCE

Highstreet uses email as the primary method of communication. It is very important that your CL has your correct and current email address. Be sure to inform us if you change it for any reason, so we can update our information.

While talking face to face is always preferred, we understand that not everyone speaks the same language and that not everyone can meet during regular business hours. So, to make things easier for you, we communicate mostly by email. This allows you to receive and read notices at your convenience, and on your own schedule. This also helps us reduce the amount of paper we use daily.



## DOWNLOAD THE RESIDENT PORTAL APP

**RENTCafé Resident** by Yardi Systems, Inc. via app stores for Apple and Android.



# 03 | OUR EXPECTATIONS OF YOU

1. RESPECT YOUR NEIGHBOURS & YOURSELF
2. PAY YOUR RENT IN FULL & ON TIME
3. CARE FOR YOUR HOME & THE COMMUNITY

## 3.1 | RESPECT

A healthy community requires mutual respect. Treat everyone with respect regardless of age, race, gender, or belief. We hope you will become comfortable enough and respectful enough of your neighbours to approach them and remind them of the following expectations.

Highstreet communities are pet friendly, but not everyone loves your fur baby as much as you do. Be mindful of others, and never allow your pet to be aggressive to other animals or people.

### NOISE & DEALING WITH NOISE

Highstreet expects everyone to have quiet enjoyment of their community. We spend a lot of extra effort and money on improving the sound proofing of our buildings and we consistently rate well above building code requirements. This does not mean you will not hear other people in the buildings, or that they will not be able to hear you.

We expect everyone to respect the quiet enjoyment of each other's homes. Your Community Leader will work with com-

munity members that bring legitimate complaints about noise from other community members or their pets in a timely manner. We expect that if you are notified of a noise concern, you will respectfully acknowledge the concern and immediately reduce the source of the noise.

The first stage in any noise issue is to politely and respectfully make the person aware of the issue and the best person to do that is you. This is important because some sounds travel, and it may not be coming from where you initially thought.

## IMPORTANT!

If you are notified of creating a noise disturbance, Highstreet will issue a Notice of Eviction for the following:

- If your response to the community member bringing you the complaint, or Highstreet employee, is anything other than immediate reduction in the noise causing the issue in a respectful manner; OR
- If the noise results in a visit by a Bylaw Officer or the Police; AND
- If you cause two noise disturbances that are reported by more than one tenant based on the second step above.

### FIRST STEP

For noise that is disturbing, make the other community member aware that the noise is causing a disturbance. You should feel comfortable doing this by yourself or if not, with a roommate or a neighbour by knocking on the door of the source of noise, and respectfully asking your neighbour to reduce the source of the noise. If the noise disturbance stops, there is no need for further action.

### SECOND STEP

If the noise continues after the first step, and it is between 10pm and 7am during the week, or between 10pm and 9am on weekends and holidays, call the local noise Bylaw Officer or the Police, as the noise will be in contravention of the local bylaw. If the noise is between 7am and 10pm, document the time, duration, and suspected source of the noise by email to your Community Leader.



## 3.2 | RENT

Simply put, paying Total Rent in full, on time, is all part of being a Highstreet community member. Highstreet's payment method is by pre-authorized payment, setup directly with your bank. If you are late, there will be penalties as defined in your rental agreement. If you are late multiple times, it will result in eviction as per the governing provincial Residential Tenancy Act.

In addition to rent, the following expenses are items required when living in a Highstreet community:

- Tenant Insurance (must be maintained throughout your tenancy);
- Electricity and in some cities, water;
- TV & Internet, if you choose to have these services.



A photograph of a modern living room. On the left, a dark blue sofa is adorned with several pillows in shades of pink, white, and blue, and a white textured throw blanket. A small side table holds a lamp with a white shade and a gold base. In the center, a glass coffee table with a dark wood frame sits on a patterned rug. On the table are a blue vase with greenery, a stack of books, and a white bowl. In the background, a window with light-colored curtains and blinds is visible. A red banner at the top of the image contains the text '3.3 | CARE OF YOUR HOME'.

## 3.3 | CARE OF YOUR HOME

Take pride in caring for your home and your community so it is a place that you can be happy to call home.

### **NEAT & CLEAN**

This starts with keeping your home and deck clean and free of debris. Open the windows during warmer weather to allow fresh air in. Clutter and waste can attract pests and even damage your home. Keep your home clean, and always remove waste and recyclables regularly. All community members are expected to dispose of their garbage and recycling responsibly and in designated containers, and that you will clean appropriately and not allow for an excessive build up of dirt, dust, or mildew.

### **WATER & STEAM**

When boiling water or creating steam, be sure to use the exhaust fan. You have one above the stove, and another in the bathroom. If your suite is equipped with an HRV, be sure to "boost it" when showering or creating moisture from cooking or cleaning. If you use a humidifier in your home, keep an eye on the windows, as condensation is a sign that your home is too humid. Over time you will create unhealthy mold. Always use a shower curtain when using the shower as water can easily escape the shower or bathtub, resulting in damage to your bathroom baseboards, cabinets, walls, and floor.

## OPEN WINDOWS

Opening your windows is a great way to bring in fresh air. In cold weather, only open your windows a few centimeters and don't leave them open for long periods of time. If you leave your windows open in cold weather, pipes may freeze, causing damage, and your heater will be working extra hard to compensate for the loss of warm air out of the open window. In hot weather, if your home has air conditioning, the AC will have to work extra to compensate for the influx of hot air. This can significantly increase your utility bill.

## ALTERATIONS

A lot of care and attention goes into the design materials used to create your suite. This doesn't mean you cannot hang pictures or otherwise decorate, but no structural changes are permitted. This includes, but not limited to, painting, hanging shelves, re-wiring, or sticking things to the walls. You should be able to reverse and restore your suite to the condition it was in when you moved in.

## COUNTER TOPS

Your counter top can be cleaned with any non-abrasive household cleaner.

Be sure to never sit or stand on your counter top as this could cause it to crack, resulting in a large replacement bill.



## CARPETS

Should be cleaned (vacuumed) regularly, and any spills or accidents should be addressed as soon as possible to prevent staining. If your carpet requires professional carpet cleaning, be sure to let the cleaning company know how far from an entrance door your home is, so they can bring enough hose.

## LVT (LUXURY VINYL TILE) FLOORING

Is durable and almost completely waterproof. You can clean your floor with any variety of household cleaner, but it should not need anything more than a regular mopping.

## CEILINGS

The ceiling in your home is covered in stipple. Do not wash or expose the ceiling to excessive moisture as this will damage it. It is best to just dust your ceiling gently to remove spider webs and dust.

If you decide to move out, your responsibility is to have your home cleaned and returned to us as well as the day you moved in. This means screens, filters, batteries, blinds, and lights should all be clean and operational. If they are not, we will deduct the cost of restoring these items from your security deposit.



## 3.4 | CARE OF YOUR COMMUNITY

Caring for your community and respecting one another means working together to keep the common areas and grounds clean and free of garbage and waste.

Balconies are meant to be enjoyed not used for storage or pet potties. If you see something that doesn't fit with our expectation of community, please contact your Community Leader. Ideally, if you see a mess or some garbage, you would clean it up and then report it to the Community Leader.

### **ELEVATORS**

The elevators are intended to be used for all community members, so let's work together to ensure they are not misused or abused. If you spill something in it, we expect you to clean it. If you need to use it to move large items like furniture in, please reserve the elevator. If you misuse the elevator by holding the doors open, or blocking the doors with items, please note that the elevator could shut down resulting in a costly bill, not to mention down time for other community members, and you could be charged for the elevator service call.

### **RECYCLING + ENERGY CONSERVATION**

Highstreet's goal is to operate several net-zero properties by 2024 and we want our community members to contribute to our goal by reducing and recycling where possible. Turning lights and air conditioners off when

you're not home, unplugging devices when not in use, and reducing vehicle pollution through car pooling, car sharing, riding a bike and walking are all ways you can contribute to our goal. If you have any suggestions or ideas on ways to better reduce and recycle in your community, please share those with your fellow community members and the Community Leader.

### **GARBAGE + WASTE**

Waste is a concern for everyone. To keep the community looking great, please dispose all garbage and recycling in the appropriate receptacles. If you have large items (furniture) or hazardous substances (chemicals), please contact your

Community Leader to find out how and where you can dispose of these items properly. Keeping a community looking its best takes all of us, so please report anyone you see improperly disposing of these items.

### **SMOKING**

In those communities that have not yet gone smoke-free, we have created designated smoking areas. Please do not smoke in your home, or within 5 meters of any entrance. We ask that you also dispose of your cigarette butts in a proper receptacle. Leaving cigarettes anywhere on the property is considered littering, and is a potential fire hazard. Fines for dropping ciga-



rette butts on the ground can be as high as \$500, and eviction for repeat offenses. If you have any concerns or questions about smoking or vaping, please speak with your Community Leader.

### **PETS**

We expect you to care and look after your pet, keep them calm and quite when at home, and, to clean up after them, always. This means picking up their waste and cleaning up any accidents that happen.



# 04 | HIGHSTREET'S PROMISE

1. WHAT'S INCLUDED IN YOUR RENT
2. SAFETY
3. COMMUNITY
4. RESPECT FOR ONE ANOTHER

Just as we have expectations for the members of the community, below is an overview of what you can expect from Highstreet.

## 4.1 | WHAT'S INCLUDED IN YOUR RENT

### BASE RENT

Base Rent is the portion of Total Rent that covers your accommodation, exclusive use of the suite's deck and appliances, and certain utilities and services.

*Please note that not all communities are the same. Please check your rental agreement to know what utilities are included in your Base Rent.*

### MOST SUITES:

- Fridge
- Stove
- Oven
- Dishwasher
- Microwave
- Clothes Washer
- Clothes Dryer
- Deck or Patio

### TYPICAL UTILITIES:

- Recycling
- Garbage Collection
- Natural Gas
- Water
- Sewer

### COMMUNITY AMENITIES:

- Fitness Centre
- Community Garden
- Recreation Room
- Dog Run
- Common Grounds
- Bike Storage

## TOTAL RENT

Total Rent includes Basic Rent and all rentable items including: parking fees, pet fees, and Short-Term Lease fees.

It may include special amenities, such as storage lockers.

Other non-regular charges such as NSF fees and Late fees are not generally included in Total Rent.

## WHAT'S NOT INCLUDED:

- Tenant Insurance
- TV and Internet
- Electricity
- Plumbing Fees

*(for when you plug a toilet or drop something down a sink)*

## RENT ERRORS

If there is an error made by Highstreet with respect to your rent, Highstreet will correct this error as soon as possible, and will reimburse you any fees or penalties you incur as a result of Highstreet's error.

Please note we are not responsible for bank errors.



## 4.2 | SAFETY

Highstreet will take all reasonable precautions to keep the community safe.

This includes evicting community members and pets that are disrespectful or aggressive.

We will also carry out regular inspections and testing of the buildings Fire Safety and Mechanical systems. We will use what is legally available to us as landlords to screen applicants to the community.

We foster relationships with the local police and encourage all community members to not allow anyone access to the community they do not know.

In addition, Highstreet will not give out or sell your personal information, without being ordered to do so by a court of law.

## IMPORTANT!

If there is an emergency call 911 and visit the section on **Safety & Emergencies**.



## 4.3 | COMMUNITY

### MAINTENANCE + CLEANING

You can expect the common areas and grounds of the community will be well cared for. The lawns will be mowed, and the landscaping maintained.

The hallways and the elevator clean, the parking lots as clean as the season will allow, the recycling and garbage emptied regularly and both the interior and the exterior of the build-

ings maintained. If you see anything that you feel has been missed or neglected, please submit a work order through the Resident Portal.

You can expect that after you have reported a service issue to your Community Leader that it will be addressed within 24 hours during the work week.

Everyone deserves time off, so unless it's an emergency - actively or imminently resulting in additional damage or risk of personal injury, we will prioritize the issue and deal with it during regular business hours.



### **EXCLUSIVE USE OF THE ELEVATOR**

You are allowed, and encouraged, to reserve the elevator outside of peak times (rush hour) to move furniture in and out. We will book up to two hours when you can have exclusive use of the elevator. If you do not book the elevator and cause the elevator to shut down by holding the doors open, you will be charged for the elevator service call, and you may even get trapped inside the elevator.

### **SMOKING**

Highstreet takes smoking litter very seriously. Disposing of cigarette butts into the bark mulch around the builds can result in fires, potentially putting the lives of other community members at risk.

Anyone caught disposing of cigarettes anywhere other than designated smoking receptacles will be met with serious consequences.

### **NOISE**

You have a right and expectation to quiet enjoyment of your home.

Please review the noise expectation above in **Our Expectations of You.**



## **4.4 | RESPECT FOR ONE ANOTHER**

You can expect the highest levels of respect from Highstreet, and that we will not tolerate the disrespect of others, or their pets. You can expect us to use all means available to us as a landlord to remove any member from the community who disrespects another community member, or a member of the Highstreet management team.

## 05 | MOVING IN



Move in day can be very stressful. The more prepared you are for it, the better.

Be sure you arrange the following things well in advance to your move in day:

### **1. PACKING**

Don't leave it to the last minute.

### **2. MOVERS**

Book early. Even if you're planning on using friends, send out the date.

### **3. TENANT INSURANCE**

You cannot move in without it.

### **4. UTILITIES**

You cannot move in without setting these up first.

### **5. INTERNET + TV SERVICE**

Order your install early as it may take up to three weeks.

### **6. WALK THROUGH**

Plan to spend 30 minutes or more to complete your move in condition inspection.

## 5.1 | BOOK THE DATE + TIME

It is very important that you schedule your move in date and time with your Community Leader in advance. This ensures you get unobstructed access to the building on your move in day.

It is also very important that your “movers”, friends or professional, are on time. If your movers are too early or too late, you will be required to move out of the way so that someone else can have their scheduled date and time unobstructed by you.

## 5.2 | BOOK THE ELEVATOR

If you are moving in above the second floor, you will want to have exclusive access to the elevator. Even after your move in day you may book the elevator if you need to use it for larger items.

As described above, if you don't book the elevator and instead force the doors to stay open, you may end up receiving an expensive elevator service bill.



## 5.3 | SECURITY DEPOSIT + FIRST MONTH'S RENT

Be sure to pay your security deposit and your first month's rent before you show up to get your keys. If these are not paid prior to moving in, your Community Leader will not be able to grant you possession of your new home.

This only takes a few minutes and can be done on the day of move in. If you need any assistance with this, come a little early and we will be happy to help.

## 06 | MOVING OUT

A close-up photograph of a person's hands using a red and grey tape dispenser to seal a cardboard box. The person is wearing a silver watch with a black strap on their left wrist. The background is blurred, showing more cardboard boxes and a person in a blue shirt.

If the time comes when you need or want to move out, be sure to let your CL know as soon as possible. We will send you an information package that will help make your move-out experience a pleasant one with no surprises.

Please leave your suite in the same condition it was in when you moved in. This means all the lights and batteries need to be operational, and any damages to the suite need to be repaired and painted. Any light bulbs or batteries that are non-operational when you move out, will be charged to your security deposit, plus the time to replace them. It's a good idea to keep your home in good condition throughout the time of your occupancy.

## 6.1 | GIVING NOTICE TO END YOUR TENANCY

Giving proper notice is important and may not be as straight forward as you assume.

Generally, many people believe they simply need to give 30 days notice. This is NOT correct. Allow us to clarify.

First, if you are on a Fixed Term tenancy, you cannot simply give notice to end your tenancy early. This is a breach of your Residential Tenancy Agreement and you will

be charged a Lease Break Fee for ending your lease term early, in addition you remain responsible for the rent for the duration of your Tenancy term. It is important you understand this. Highstreet and your Community Leader will work together to re-rent your suite as quickly as possible so you don't get stuck paying rent months after you've move out.

Second, if you are on a Periodic tenancy,



### IMPORTANT NOTICE!

If you give written notice to your Community Leader, it can not be cancelled or withdrawn unless the Community Leader agrees in writing.

often referred to as Month to Month, you must serve written notice to end the tenancy, and you must make sure that the written notice is received, as follows:

1. Notice is given at least one month before the effective date of the notice, and that;
2. Notice is provided prior to the day that rent is due.

### EXAMPLE

If rent is due on the first day of the month, a notice given on March 15 would not take effect until the last day of April and the tenant would have to pay rent for the full month of April.

# 07 | PARKING

## 7.1 | PARKING PASS + STALL

You will be provided with a parking pass for every stall that you have in your Lease Agreement. Park only licenced passenger vehicles in your own designated parking stall(s) and ensure they are parked between the lines. A valid parking pass must be visible. Valid insurance must be displayed on the vehicle at all times.

Your parking stall is not the place to perform oil changes, maintenance, or vehicle washing and at no time may you leave vehicles in a state of disrepair. Be sure to keep your stall(s) free of oil, and other vehicle liquids that might overflow, drip, or otherwise spill onto the ground. Cleaning of, or damages to the parking lot due to fluid leaks, will be charged to the Community Member who is renting the stall.

## 7.2 | VISITOR PARKING

Visitor Parking is very limited. Please do not park in visitor parking stalls as they are intended for guests. Guests should ONLY park in visitor stalls. If guests park in reserved stalls their vehicles will be towed at the owners expense.



## 7.3 | UNDERGROUND PARKING (PARKADES)

The underground parkades in most communities are heated. There is no need to idle or warm up your vehicle. Doing so could result in filling the parkade with carbon monoxide which is harmful to you and others. Never use command start or remote start on your vehicle if it is parked in the underground parking.

## 7.4 | UNKNOWN PARKED IN YOUR STALL

1. ENSURE THAT IT IS YOUR STALL THE VEHICLE IS PARKED IN.
2. CALL A LOCAL TOWING COMPANY TO HAVE THE VEHICLE REMOVED.
3. NOTIFY THE COMMUNITY LEADER THAT YOU HAVE CALLED THE TOW COMPANY (THEY MAY NEED TO AUTHORIZE THE TOW IN SOME CITIES).

Never park or store any trailers or unlicensed vehicles on the grounds of the community for any reason. Never block, impede, or interfere with garbage collection, or the entrances and exits from the buildings.

Remember your stall is for vehicles only, and not to be used for storage of any kind; this includes tires and containers. Speak to your Community Leader about tire and other storage options. They may have arrangements with local storage companies or tire shops.

# 08 | COMMUNITY

1. CHOOSE YOUR NEIGHBOURS (REFERRALS)
2. EVENTS
3. COMMUNITY GARDEN
4. H.O.M.E SERVICES
5. CLOSED COMMUNITY FACEBOOK GROUP

Highstreet believes community is more than a group of people living in the same place; more than a social group with common culture. We believe community consists of a variety of cultures and historical backgrounds. Being part of a community with mutual respect, creates a feeling of belonging, and provides you with the opportunity to contribute, and to make the community better.

## 8.1 | REFERRALS

Friends and family are what community is all about. We believe there are no better neighbours than those you already know who will fit in with your, and with our values and expectations. If you know someone who shares your values and would want to be a member of a Highstreet community, refer them to your Community Leader.

Highstreet feels so strongly about you building your own community, that we will pay you \$300 every time your referral results in a suite being rented.

## 8.2 | EVENTS

Events are a great way to get involved and meet others who share your interests. Highstreet likes to have all types of events. Some events are more for adults, such as a wine and cheese, and some are more geared towards kids, like the Easter Egg Hunt. Others, like the Harvest Garden Party, are for everyone with a common interest, so keep an eye on your email and on the community Facebook group for announcements of events and activities that are happening in your community.

If you have an idea for an event or are interested in putting on an activity, be sure to contact your Community Leader. They will work with you to facilitate your ideas.

## 8.3 | COMMUNITY GARDEN

Most of our communities have a community garden. If you get a plot, you can grow your own plants and vegetables. Even if you don't have your own plot, you should come out for the Garden Party. These happen twice per year. One is a spring planting party, and the other is a fall harvest party. These events are a lot of fun for everyone. If you are interested in getting a plot, be sure to let your Community Leader know.



## 8.4 | H.O.M.E SERVICES

Do you have a skill or a trade that you think would be helpful to others in your community? Are you someone that wants to contribute to creating a remarkable members experience for others that live in your community? If so, then we want to hear from you. Our goal is to create an environment where we save our members time, and if we can offer you something on site that saves you from having to leave the comforts of your own community, then we've succeeded. If you are someone that has service you wish to share or if you are someone that is interested in these services, check with your Community Leaders for services that might be available within your community.

## 8.5 | COMMUNITY FACEBOOK GROUP

Each Highstreet community has its own closed Facebook Group that is only for members of the community. You should receive an invitation from your Community Leader shortly after your move in. If you haven't received one, email your Community Leader and request an invitation to the Facebook group.

This is an excellent place to communicate with your neighbours. Social media can be very useful when used properly. This is a private group of your friends and neighbours and should be used to help and support the community in which you live. Be sure to join and check back regularly for updates!

# 09 | AMENITIES

*Highstreet provides access to several amenities.  
Note that not all amenities may be available at your community.*

1. COMMUNITY BUILDING
2. OUTDOOR ACTIVITIES + PETS
3. EV CHARGING + CAR SHARE PROGRAM
4. PACKAGE RECEIVING + HOLDING

## 9.1 | COMMUNITY BUILDING

### FITNESS CENTRE

Inside the community building is the fitness centre, open extended hours, and free to use for all members of the community. Please clean up after yourself by wiping down any equipment you use. Please be very careful when exercising and using the equipment, and never wear outdoor shoes inside the fitness centre.

### COMMUNITY LOUNGE

Inside the community building is the community lounge (Recreation Room). It is open during regular business hours, and free to use for all members of the community. The lounge contains a living room-like space coupled with a kitchenette. The community lounge can be reserved through your Community Leader if you would like to have an event with 8 or more people. Always clean up after an event, clean your dishes, and take out your garbage. As long as the space is well cared for, we will continue to provide it free of charge.



## 9.2 | OUTDOOR ACTIVITIES + PETS

### COMMUNITY GARDEN

There is a community garden located in your community where you may be able to get a plot to grow your own plants and veggies.

### BIKE REPAIR STATION

Bikes are a great way to get around and run errands in your local area. Just like a car, from time to time, bikes need a little maintenance. When the time comes to oil your chain, or fix a break cable, push, pull, or ride your bike on over to the bike repair station; throw it up on the stand and give it the care and attention it needs. The bike repair station includes a stand, some of the more common tools, and an air pump with pressure gauge.

### DOG RUN

Highstreet communities are pet friendly and include a dog run where you are welcome to let your little friend off leash to run and play with the other furry members of the community. Remember to keep your pet on leash to and from the dog run, and always pick up after your pet.



## 9.3 | EV CAR CHARGING

### **ELECTRIC VEHICLE (EV) CHARGE STATIONS**

All Highstreet communities built from 2017 forward have EV charge stations for your electric vehicle. Speak to your Community Leader on how to access and use your communities EV charge station.



## 9.4 | PACKAGE RECEIVING + HOLDING

Not so much an amenity, as it is a service from us to you. If you give the community building address as your shipping address to companies like Amazon, they will deliver to the community building where your Community Leader will receive and hold the packages for you until you get a chance to swing by and pick them up.



# 10 | HOME CARE

## 1. RESPONSIBILITIES

## 2. WHERE + HOW TO

## 3. REQUESTING MAINTENANCE

### 10.1 | RESPONSIBILITIES

#### LIGHTBULBS

You are responsible for replacing the lightbulbs in your home and in your home appliances. If one of your LED integrated fixtures stops working, be sure to let your Community Leader know as these fixtures do not have a light bulb that can be replaced.

#### BATTERIES

If you are not sure what batteries you need for your smoke detectors, thermostats, or HRV controls, please ask your Community Leader.

#### HRV SYSTEM

If your home is equipped with an HRV (Heat Recovery Ventilation) you need to replace the two small filters every 4 months to keep the HRV running at optimal performance. Changing these filters requires access to the ceiling mounted HRV unit.

#### PTAC HEATING + COOLING

If your home has a PTAC (Packaged Terminal Air Conditioner) unit for heating and cooling, you will need to clean the filters in the PTAC unit. These filters should be cleaned with warm water and left to dry before being placed back in the PTAC unit.

#### VERTICAL PTAC (VPTAC)

If your home has a VPTAC unit for heating and cooling, you will need to replace the filter every few months. These are standard air (furnace) filters that simply slide in and out.

#### CLOTHES DRYER

Your clothes dryer has a simple lint trap that should be cleaned before or after each use. Your laundry room may have an additional duct lint trap in that needs to be checked regularly, and cleaned as needed. Both lint traps should be cleaned by hand. They do not need to be washed with water. You will know if your home has the in-wall/in-duct lint trap by the presence of a small square cover with viewing window and pull handle.

If your home has a ductless clothes dryer, ask your Community Leader if you're not too sure. You will also have to empty the water trap on the dryer each time you do a load of laundry.

### **FILTERS + EXHAUST FANS**

You have a few filters in your home that need to be cleaned, and a few that need to be replaced depending on the specific equipment your home contains. The filters that need to be washed should be cleaned with warm water and air dried before being put back. The filters that need to be replaced can be obtained from your Community Leader.

The Kitchen OTR (Over the Range) exhaust fan has a wire mesh filter that can easily be removed without any tools. This filter should be removed and washed in warm water. Once it



is dry, it can be replaced. You may need to use some soap on this filter as it will often be soiled with grease and other cooking oils.

The Bathroom has an exhaust fan that does not contain a filter. All you need to do to maintain the bathroom exhaust fan is dust/vacuum the vent cover on the ceiling to keep it free of dust and other debris.





## 10.2 | WHERE + HOW TO

Certain items don't require any maintenance, but it is very important that you know where they are, and how to use them. You should have had these pointed out to you during your move in orientation and condition inspection walk through. If you are unsure of where or how to operate your homes water shut-offs and electrical breakers, contact your Community Leader and they can show you.

### **WATER SHUT-OFFS**

Knowing how to shut the water off to a plugged toilet can save you a lot of clean up, and possible water damage. The water shut-off to the toilet is located near the floor, just to the side of the toilet. Simply twist the handle counter clockwise to close/shut the water vale, preventing any more water from coming out. These valves work the same on the kitchen and bathroom sinks. The clothes washer water valve is located just behind the clothes washer, simply look for the supply lines. These valves often push backward and pull forward to shut on and off, so be sure you know how to use them BEFORE you need to. In addition, the water drain line from the washing machine is most often attached to the wall behind the washing machine. If you need to move your washing machine around for any reason, make sure the drain hose is securely attached afterwards. Otherwise, the first time you do laundry, you will empty the wash-

drain hose is securely attached afterwards. Otherwise, the first time you do laundry, you will empty the washing machine water onto the floor of the laundry room, potentially flooding your home and any homes below you.

### **ELECTRICAL BREAKERS**

Are designed to protect your home from electrical fires, and you from personal electrical shock.

Your breakers are in the electrical panel inside your suite. These are most often located in the laundry room, but may also be in a closet. The most common electrical issues occur in the kitchen, from using two appliances that create heat at the same time; often, a kettle and a toaster. If you lose power in your kitchen, be sure to see if the GFI plug above the kitchen counter needs to be reset.

If a breaker gets "tripped," you need to reset it by first, pushing it all the way off, and then, back on. Some electrical plugs are GFI (Ground Fault Interrupter). These have a tiny breaker built right into them. GFI's are reset by pushing the "reset" button on the electrical plug itself.



## **10.3 | REQUESTING MAINTENANCE**

When you notice something that needs maintenance or attention, report it to your Community Leader right away. Non-emergency service issues should be reported through the Resident Portal for your community. If you do not report a maintenance issue and it leads to additional damage, you should expect to be charged for the additional repairs. Ex. a sink drain dripping inside your cabinet.

Don't wait to report a service issue, even if you don't think the issue will result in additional damage. We want you to be able to enjoy your home without being annoyed by something that doesn't work. If the issue needing maintenance is in a common area, please send us an email with a photo. We want to ensure the buildings are clean and looking great for everyone.

**IF YOU REQUIRE AFTER HOURS SERVICE FOR A NON-EMERGENCY ISSUE, YOU WILL BE CHARGED A CALL OUT SERVICE FEE.**

# 11 | SAFETY & EMERGENCY

1. TYPES OF EMERGENCIES
2. ASSAULT
3. THEFT
4. FIRE SAFETY

## 11.1 | TYPES OF EMERGENCIES

In an over simplified way, Emergencies can be classified into three categories:

TYPE	RISK LEVEL		EXAMPLES
	INJURY: HIGH	PROPERTY: HIGH	
FIRE	INJURY: HIGH	PROPERTY: HIGH	<ul style="list-style-type: none"> <li>◦ Fire</li> <li>◦ Gas Leaks</li> <li>◦ Extreme Weather</li> <li>◦ Vehicle Collisions</li> </ul>
	First Responders should be called to the Community. You may need to go to speak with the First Responders, provide information, and/or access to Fire services, Police services, and, Ambulance services.		
FLOOD	INJURY: LOW	PROPERTY: HIGH	<ul style="list-style-type: none"> <li>◦ Broken Pipes</li> <li>◦ Boiler Breakdowns</li> <li>◦ Roof Leaks</li> <li>◦ Sewer Backups</li> <li>◦ Structural Damage</li> <li>◦ Plumbing Issues</li> </ul>
	You should call your Community Leader right away.		
BLOOD	INJURY: HIGH	PROPERTY: LOW	<ul style="list-style-type: none"> <li>◦ Medical Emergencies</li> <li>◦ Slips + Falls</li> <li>◦ Breaks</li> <li>◦ Domestic Incidents</li> <li>◦ Police Arrests</li> <li>◦ Death</li> </ul>
	First Responders should be called to the Community. You may need to go to speak with the First Responders, provide information, and/or access to Fire services, Police services, and, Ambulance services.		

## 11.2 | ASSAULT

If you hear a dispute between community members that sounds violent, let the police know right away.

If you later see one of the people that was involved, you may want to ask them if they are ok, or if they need a place to make a safe phone call to someone else.

# **IMPORTANT!**

**IN THE EVENT OF AN EMERGENCY THAT THREATENS SOMEONE'S SAFETY, YOUR FIRST ACTION SHOULD BE TO CALL 911.**

**IF THE EMERGENCY IS UNLIKELY TO RESULT IN INJURY, SUCH AS A WATER LEAK, CALL YOUR COMMUNITY LEADER, AND THEN DO WHAT YOU CAN TO MITIGATE THE DAMAGE. IDEALLY, SHUTTING OFF THE WATER WHEN EVER POSSIBLE.**



## 11.3 | THEFT

### **PLEASE PRACTICE THESE TIPS AND REMIND OTHERS TO DO THE SAME.**

Your safety is very important to Highstreet. Some crime can be avoided by taking simple precautions. Below are some simple tips to reduce your risk of becoming a victim of theft, and ways to increase the safety and security of everyone living in your community.

### **KEEPING THE BUILDING SAFE**

- 1.** Do not open or hold open the door to people whom you do not know.
  - » *If you see someone propping open doors tell them not to, let your CL know, and take a photo of the person if possible.*
- 2.** NEVER use the intercom system to allow access to someone you don't know or are not expecting.
- 3.** Be sure doors shut and latch behind you. If you notice a door is not closing properly pull or push it closed and let your Community Leader know right away.
- 4.** When entering the parkade if you see someone follow you in, there are several things you can do:
  - » *Take a photo of the person or license plate.*
  - » *Ask them where they live.*
  - » *Let your CL know or call the police.*
- 5.** If you lose your keys or fobs tell your CL right away.
  - » *They can deactivate the fob and have your locks changed.*

## VEHICLE THEFT PROTECTION

1. Always lock your doors.
2. Keep windows and sunroofs closed.
3. Do not leave valuables inside your vehicle.
4. Use/activate your vehicle's alarm.
5. If you see suspicious activity take a photo, inform your CL, or call the police.



## BIKE THEFT PROTECTION

1. Always lock you bike to something solid and secure.
2. Don't just lock bikes together or to other items than can be easily moved.
3. Not all bike locks are created equal, solid bar locks or U-Locks are much better than cable locks.
4. Learn how to use your lock properly.
  - » *Solid, and Sturdy; Low and Tight.*
  - » *Keep locks facing downward to reduce the effects of glue or solvents.*
  - » *Consider more than one lock.*
5. Secure the lock to the frame of your bike not just to the front wheel.
6. If you have a particularly expensive bike you may want to consider securing the components with additional safety measures such as a hexlox and don't leave fitness tracking equipment on your bike.



## HOME SAFETY

1. ALWAYS KEEP YOUR SUITE DOORS LOCKED.
2. IF YOU LIVE ON THE GROUND FLOOR, KEEP YOUR WINDOWS LOCKED WHENEVER YOU'RE NOT HOME.

## 11.4 | FIRE SAFETY

### **SAFETY TIPS**

In addition to the safety equipment built into buildings, you and your family should have a safety plan and actively participate in fire safety. Here are some ways to ensure your and your family are safe:

#### **1. LOOK**

Look for places fire could start. Take a good look around your home. Identify potential fire hazards if they're in your suite, and take care of them. If they are in the common areas, tell your Community Leader.

#### **2. LISTEN**

Listen for the sound of the smoke alarm. You may have only minutes to escape safely once the smoke alarm sounds. Go to your outside meeting place, which should be a safe distance from the home, and, where everyone should know to meet.

#### **3. LEARN**

Learn two ways out of the building, and never take the elevator during a fire. Talk about your plan with everyone in your home. Make sure your home has working smoke alarms. Know the emergency number for your fire department. Lastly, and most importantly, practice your home fire drill regularly.

## **SMOKE DETECTORS**

Smoke detectors are a vital part of the early warning safety system. Your smoke detectors are hardwired into the buildings electrical system and may have a battery backup. If your smoke detectors start to "chirp" about once every 40 seconds, it means that the backup battery needs to be replaced. Your smoke detector takes a single 9volt battery and can easily be replaced by opening the battery compartment on the smoke detector. You are responsible for replacing this battery and ensuring that the smoke detector is functioning at all times. Removing or otherwise disabling the smoke detector is a federal crime. Do not disable or remove the smoke detectors in your home.

## **SPRINKLERS**

Your home is equipped with fire suppressing sprinklers. You are not required to perform any maintenance on the sprinkler

systems. These sprinklers will only go off if the glass vial on the sprinkler head is broken. The sprinkler heads are designed so that enough heat will cause the chemical in the glass head to expand and break the glass, setting of the sprinkler. NEVER hang or attach anything to a sprinkler head, and be very careful when moving items around the sprinklers. If you accidentally break the glass on a sprinkler head, there will be a lot of water.

## **BUILDING FIRE ALARM SYSTEM**

Each building is equipped with a monitored fire alarm system. This alarm is intended to warn you that there is a potential fire somewhere in the building. If the building fire alarm goes off, you should immediately evacuate the building calmly. The most important thing to do in a fire is to get out of the building quickly before the fire and smoke spreads through the building.



**BEING EDUCATED ABOUT FIRE SAFETY & PREVENTION,  
HELPS REDUCE THE LOSS OF LIFE & PROPERTY.**

**NEVER USE THE ELEVATOR DURING A FIRE.**



## 11.4 | FIRE SAFETY CONTINUED

Smoking material, cooking, candles, and, electrical short circuits are common causes of fires.

### CANDLES

To prevent candle fires:

- Always use non-combustible containers for tea lights and candles, or consider using a hurricane lamp.
- Place the candles in a location where they can't be knocked over or come in contact with combustible items, such as curtains.
- Blow out all candles before leaving the room or going to bed.

### COOKING

Cooking is a major cause of home fires. Here are some basic fire safety rules to follow to prevent cooking fires:

- A stovetop fire can start in a flash, so stay in the kitchen when something is cooking on the stove or in the microwave.
- Keep all combustible items a safe distance away from the stove. This includes tea towels, wooden or plastic spoons, and, paper towels.
- Keep a pot lid near the stove to smother flames if a fire starts in a pot.

### ELECTRICAL EQUIPMENT

Overloaded circuits and octopus wiring are dangerous electrical hazards that can be avoided. To prevent fires caused by electrical equipment:

- Use a ULC-listed power bar with a circuit breaker and surge protector to plug in computer and stereo equipment.
- Avoid the use of extension cords as permanent wiring.
- Make sure electrical cords are not concealed under carpets or rugs where they can be easily damaged.

## FIRE EXTINGUISHER

Purchase and keep a fire extinguisher in your home. Most home fires start in the kitchen, so be sure your fire Extinguisher is rated for grease and other kitchen hazards.

- Class A extinguishers will put out fires in ordinary combustibles such as wood and paper.
- Class B extinguishers are for use on flammable liquids like grease, gasoline, and, oil.

There are also Fire Extinguishers on each floor of the apartment building that can be used in an emergency.



## HOW TO USE A FIRE EXTINGUISHER | P.A.S.S

- P.** PULL THE PIN ON THE FIRE EXTINGUISHER IN ORDER TO BREAK THE TAMPER SEAL.
- A.** AIM THE FIRE EXTINGUISHER LOW, WITH THE NOZZLE POINTED AT THE BASE OF THE FIRE.
- S.** SQUEEZE THE HANDLE OF THE FIRE EXTINGUISHER TO RELEASE THE EXTINGUISHING AGENT.
- S.** SWEEP THE NOZZLE FROM SIDE TO SIDE WHILE POINTED AT THE BASE OF THE FIRE UNTIL IT IS EXTINGUISHED.

# 12 | FAQ

## Q. What do I do if a car is parked in my stall?

Park in visitor parking for the time being and ensure that it is your stall the vehicle is parked in. If it is, call the local towing company to have the vehicle removed. Then notify your Community Leader so they know why you are parking in visitor. It's not a bad idea to leave a note in your car.

## Q. What do I do if I decide to get a pet?

Speak to your Community Leader FIRST, as not all pets are allowed, and you will need to make some adjustments to your lease. You must get permission from the Community Leader before you purchase or adopt a pet.

## Q. What happens if one of us wants to move out, but the other one wants to stay?

The person who wants to stay must be able to qualify to live on their own. You are both jointly and equally responsible for the rent, so the best option is to sign a new lease. If you are planning on getting a new roommate, remember that that person must still go through screening and be approved by the Community Leader.



## Q. How do I get access to the bike storage?

Speak to your community Leader and they will give you the lock combination to access the bike storage area.

## Q. What happens if I forget my key or code to my suite?

If this happens during regular business hours, there is no problem. You simply need to call your Community Leader and they will let you back in or change your door code. If this happens after hours you will need to call the emergency number and there will be a \$150 lock out fee charged to you for after hours service.

## Q. Can I get an additional fob to the building?

Yes.

## Q. How do I log into the Resident Portal?

You will need to go to the community website, click on Resident Portal, and then enter your email address and password.



## Q. If my toilet is plugged, who do I call?

It's a good idea to submit a High-Priority maintenance request. We will come take a look and call a plumber, if needed. Keep in mind, if you caused the toilet to be plugged, you can expect to receive the bill as well.

## Q. What do I do if something is broken or not working in my home?

Login to the Resident Portal and submit a maintenance request.



## ADDITIONAL QUESTIONS?

Ask your Community Leader after referring to this guide.

# HIGH STREET

RESPONSIBLY DEVELOPING SMARTER REAL ESTATE

## HIGHSTREET VENTURES INC

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